



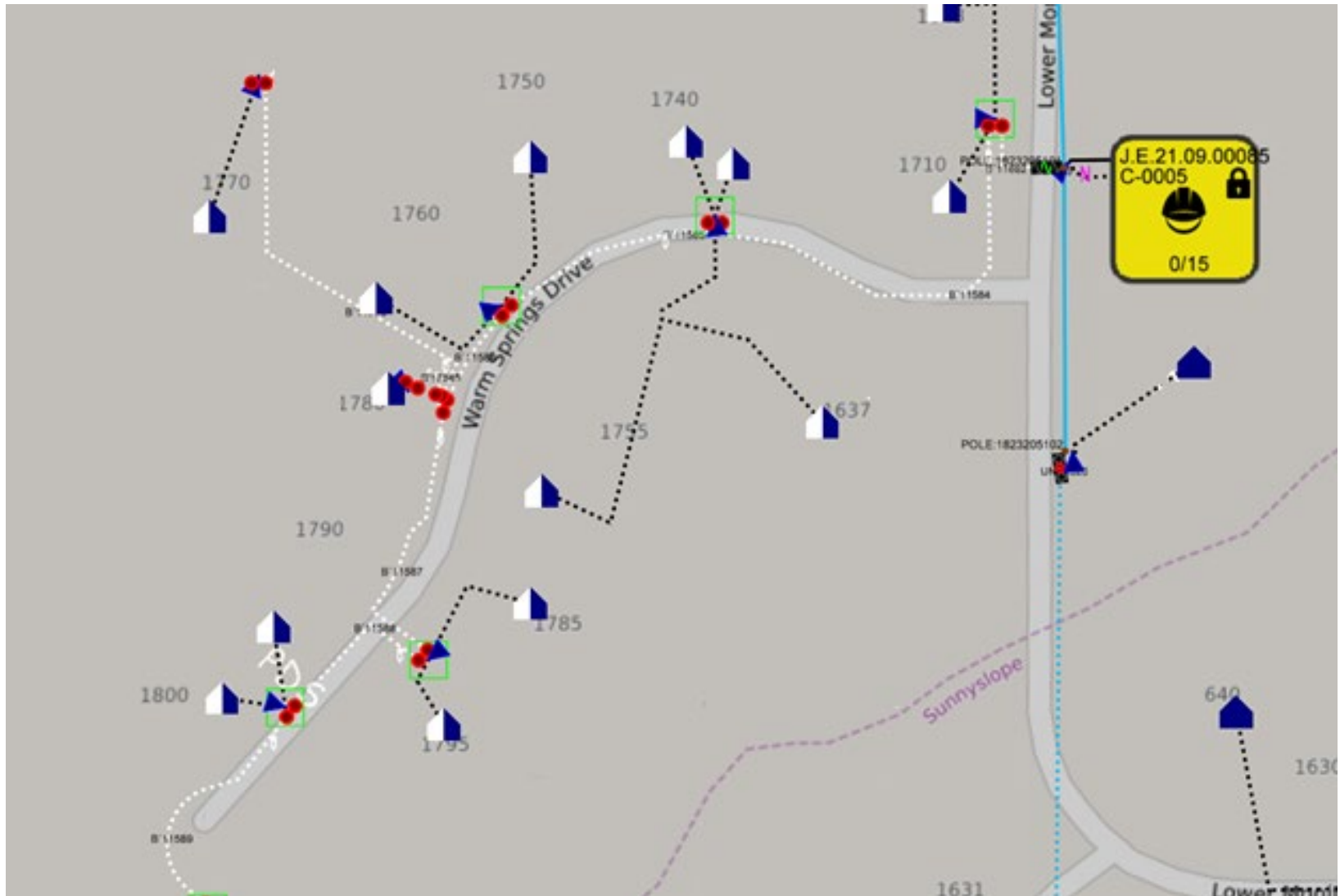
Outage Management System/Public Outage Portal

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Dec. 20, 2021

ADMS Benefits

- Results in customer savings, due to reduced outage times
- Increases outage visibility and provides restoration estimates to the customer through a web-based outage map
- When integrated to AMI, staff will know of outages prior to customer calls
- Enables transition from paper maps to electronic maps and safety tagging
- Provides a mobile platform for field crews to view outage information
- Future integration to a customer portal

ADMS Ops View



Outage Portal View- Desktop



Active Outages

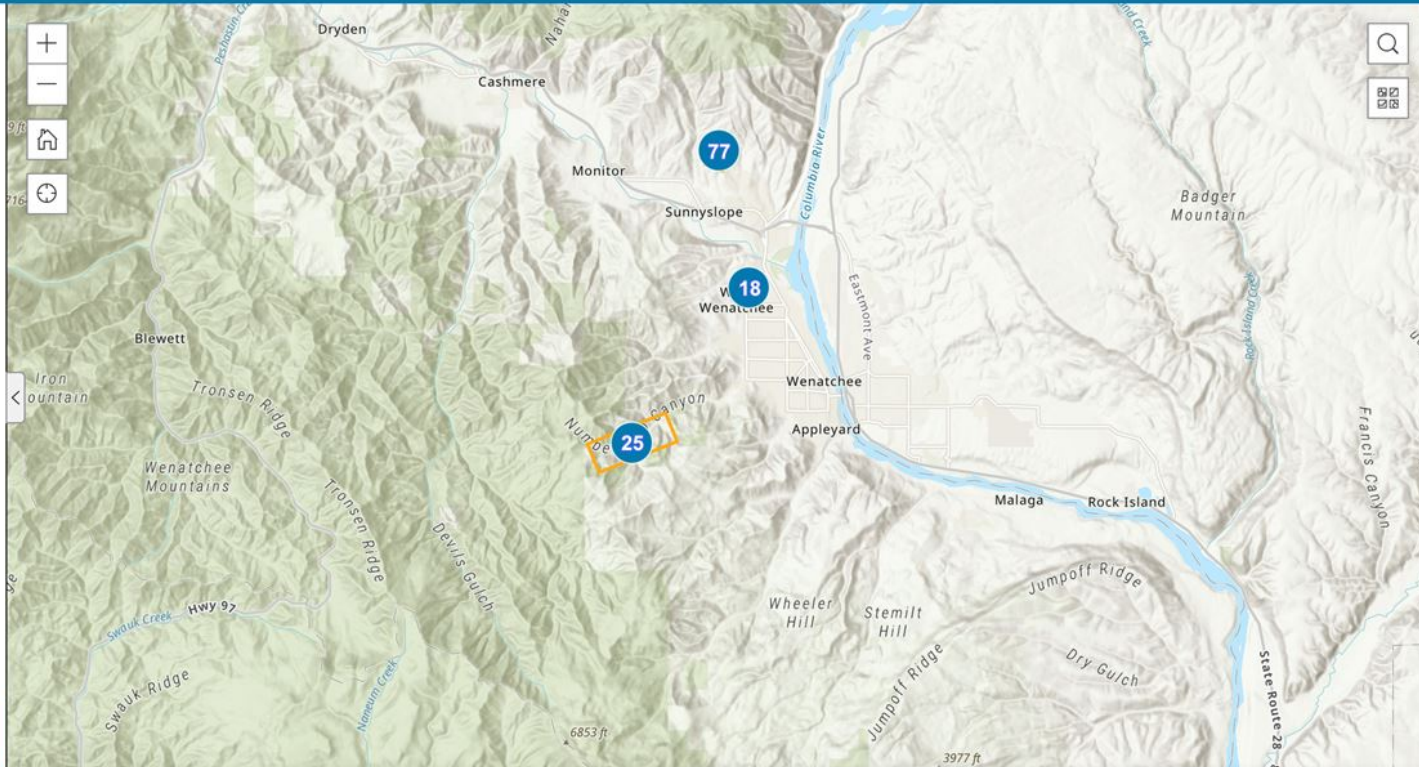
Community:	Chelan
Start Time:	DEC 13, 11:35 PM
Est. Restoration Time:	DEC 14, 3:00 PM
Affected Customers:	90
Cause:	Emergency Safety Power Interruption
Community:	Sunnyslope
Start Time:	DEC 14, 12:05 PM
Est. Restoration Time:	DEC 14, 9:00 PM
Affected Customers:	77
Cause:	Under Investigation
Community:	Number 2 Canyon
Start Time:	DEC 14, 2:08 AM
Est. Restoration Time:	DEC 14, 12:00 PM
Affected Customers:	25

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Total Outages: 4
Total Affected Customers: 210

REPORT OUTAGE

INFORMATION



Outage Portal View - Mobile

CHELAN PUD OUTAGE PORTAL

Find address or place

Wenatchee National Forest

Washington

Wenatchee Mountains

Wenatchee

90

77

18

25

Active Outages

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REPORT OUTAGE INFORMATION

Communication / Outreach

- Employee testing/feedback now; friends and family feedback in Feb; general public in spring 2022
- Public promoted in newsletters, print & radio ads, website and social media
- Benefits – Available 24/7, intuitive navigation, works well on both mobile and PC, bilingual
- Flexibility to continue to improve/update over time, consistent with industry best practices

